



WEST VANCOUVER SCHOOLS:

# Teacher Teaching on Call Handbook



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## Superintendent's Welcome

Teachers Teaching on Call are extremely important people in our system. We recognize that your job is challenging, and often difficult. Please be assured of our support in whatever school and assignment you are placed.

There are many advantages to being a Teacher Teaching on Call in West Vancouver. You will work with a very dedicated and competent group of professionals. You will be exposed to a variety of innovative ideas and teaching strategies. In addition, you will have the opportunity to increase your self-confidence and broaden your understanding of Education.



I would like to thank you for the services you provide to our students. I hope that your teaching in our elementary and secondary schools will be a happy and rewarding experience.

*Chris Kennedy,  
Superintendent of Schools*

## Meet the Human Resources Team

At your new employee orientation you will have the opportunity to meet members of the Human Resources Department. Until then please feel free to contact any of the team members below should you have any questions or email the Human Resources Department at [hr@wvschools.ca](mailto:hr@wvschools.ca)

The Human Resources Department consists of:



Kim Martin  
Associate Superintendent  
[KMartin@wvschools.ca](mailto:KMartin@wvschools.ca)



Stephanie Mascoe  
Assistant Director of HR  
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[ARafuse@wvschools.ca](mailto:ARafuse@wvschools.ca)



Megan Lau  
Human Resources Assistant  
[MLau@wvschools.ca](mailto:MLau@wvschools.ca)



Susan Noble  
Staffing Assistant /Dispatch  
[SNoble@wvschools.ca](mailto:SNoble@wvschools.ca)

## General District Information

The West Vancouver Schools website provides information on programs and services.

As a TTOC, you will find it useful to know the School Calendar, School Start Times and School Addresses.

This information can be accessed from the links below, and printed for reference.

School Calendar: <https://bit.ly/2zyTvx3>

School Start Times: <https://bit.ly/2RfyTAT>

School List and Contacts : <https://bit.ly/2lxMtMc>

# Health & Safety in West Vancouver Schools



## Orientation & Training

As part of your new hire package you received our Health & Safety Orientation, which includes training on:

- Bullying & Harassment Policies and Procedures,
- General Health & Safety, and
- WHMIS.

Please ensure you complete this orientation as soon as you are able, or alert the HR department if you have not yet received this orientation training.

## Workplace Injuries

The safety of our students and staff is of the utmost importance. Should you experience a workplace injury, please make sure you alert the office staff and seek first aid as soon as possible. Please also contact HR if the workplace incident results in any time away from work or medical attention, so that we can assist you through the WorkSafeBC process.

## Health & Safety Committees

Each of our sites has its own Health & Safety Committee. If you notice any safety concerns while you are in a school, please alert the office so that they can inform the committee, who will look into and resolve the safety concern.

## What is Expected From a TTOC

- ✓ Be Punctual – arrive at the school at least 30 minutes before the regular start time.
- ✓ Be Prepared!
- ✓ Follow the lesson plans, if available. If you aren't able to follow the teacher's plans, please leave a note for the teacher explaining why.
- ✓ At the end of the day... please ensure the students have exited safely, the classroom is in the same or similar state as it was when you arrived and prepare a brief note for the teacher so they are aware what happened that day.
- ✓ TTOCs must sign in at the school office each day.
- ✓ Maintain your Availability - If you know that you will be unavailable to teach on call (i.e. illness, other employment, etc.), update your availability on My45. Failure to maintain your unavailability may result in your removal from the list.
- ✓ TTOCs are able to be unavailable for a period of up to three months in a single school year. You will be removed from the list if you are unavailable for more than three months.



## How TTOCs are Assigned Work

All TTOCs are assigned work by My45, the automated call-out system.

For next day or future bookings, TTOCs are contacted in the evening, from **5:00-10:00pm**. For same day assignments, TTOCs are contacted in the morning starting at **5:30 a.m.** If there is a late morning request TTOCs are called directly by the TTOC office. If there is a late call for an afternoon TTOC, the TTOC office will contact the school directly. There is no need for a TTOC to keep their cell phone on in the classroom. Long term assignments are dispatched by the TTOC office.

If called by the automated dispatch system you will be provided with the name of the absent teacher, the school, grade and/ or subjects, and any additional information available at that time.

If called, follow the prompts as explained in this handbook.

As a general rule, Teachers Teaching on Call are contacted according to:

- Collective Agreement obligations
- Principal/Teacher requests (specialty must match)
- Specialty areas
- Distribution of TTOC days

If, after accepting, a TTOC needs to cancel an assignment, please login to My45 and cancel as outlined in this handbook. If you need to cancel an assignment less than 7 hours before the start time please contact the TTOC office.



## Getting Started with 'My 45'

West Vancouver Schools is on an automated dispatch system for daily TTOC assignments. This is managed through a website called 'My45'. Please review the following information to get you set up on the system.

### Step One - How To: View your PIN

- Login to My45 at the West Vancouver School District home page. The link can be found under "Quick Links". The Username and Password are the same as your district login, which is provided to you by HR.
- Your PIN will be found on your "Dashboard".

### Step Two - Voice Registration Procedure for the Automated Dispatch System

1. Call the Automated Dispatch System (ADS) phone number: **604-981-1015**
2. Enter your Employee Number (this is the same as your PIN which is found under the My Info tab in My45) followed by the # key.
3. Enter your PIN again. Then press the # key.
4. *Your name has to be recorded.* Speak your name after the tone followed by the # key. Press 1 to accept the recording or 2 to record your name again.
5. At this point your name has successfully been recorded into ADS! You will not be called for work until this is done.

**Important:** Memorize your PIN as you will not be able to accept jobs if it is entered incorrectly

### Step Three - How To: Book off and edit your personal availability

- Login to My45.
- Hover over "Absence Entry" with your mouse and click on "Unavailability".
- You will then be required to choose a reason that you are unavailable and then enter the dates of your unavailability.
- Enter the time (in 24 hour format) that you are unavailable and then Click Next. You will then be taken to the Summary Page where you can review your new unavailability. If all the information is correct, click the "Submit Unavailability" button.

## How To: Accept or Decline an assignment

My45 will have the following call out times: Sunday-Thursday: 17:00-22:00 and Monday-Friday: 5:30-13:30 (Please note that My45 operates using the 24 hour clock).

- If you are called for a dispatch, follow the prompts.
- If you refuse, enter your refusal code followed by the # key. Refusal codes are as follows:
  - 01: SICK
  - 02: WORKING IN DISTRICT
  - 03: WORKING OUT OF DISTRICT
  - 04: OTHER
- **Important:** If you accept, wait for the system to say your Job Number and record this information. **You need this to inquire about or cancel your assignment.**

## How To: Cancel an assignment you have already accepted

- Login to My45.
- Hover over “Absence Entry” and click on “View or Change”.
- You will then be able to see all of the assignments that you have accepted.
- Click on the ID No. on the left hand side of the screen that corresponds with the assignment you wish to delete.
- Next, click on the Cancel Dispatch button on the bottom of the screen.

\*My45 information can be found in the Inside45 portal on the district website within the Human Resources Department page under Documents.



*As a TTOC, it is especially important that we have up-to-date contact information including your phone number. Please logon to My45 (on the My Info page) to request a change of address or phone number.*

## My45 – Frequently Asked Questions

### How do I log in to My45?

- Log in to My45 at the West Vancouver School District home page ([www.sd45.bc.ca](http://www.sd45.bc.ca)). My45 can be found under “Quick Links”. The Username and Password are the same as your district login. You do not need to enter “edu/”, just your name and password.

Example: Username: jxsmith123

Password: xxxxxxxx

### What information do I have access to on My45?

- Currently each employee has access to “My Info”, “Dashboard” and “Absence Entry”

**My Info** allows you to see your current demographic data and assignment details. Your new employee number is listed on the page. If your phone number has changed you can edit this under My Info. Your current and past assignment history is located on this page, as is a link to view your absence history.

**Dashboard** gives you access to individualized reports for each user group.

**Absence Entry** is used for entering absences, viewing and changing your absences, booking off unavailability (TTOCs and Casuals), changing your telephone and changing your PIN.

### Do we know what number the automated dispatch will be calling from?

- The system call-out numbers are 604-981-1018, 604-981-1019, 604-981-1020 and 604-981-1021.

**How many times will the automatic dispatch system call me about an assignment?**

- The system will call each TTOC twice (if the first call is missed).

**If I miss a call is there an opportunity to go online and accept a job?**

- No, accepting jobs can only be done through the phone system. However, you can go online to view any assignments that you have accepted and to cancel assignments that you can no longer work.

**Is there a number to call back if I miss a call?**

- There is no callback number for the automated dispatch system.

**Where do I find out details regarding an assignment I have accepted?**

- All details on the accepted assignments are found by going to My45, clicking on the “View or Change” option on the Absence Entry drop down menu, and selecting the assignment.

**How do I cancel an assignment that I have accepted?**

- As soon as you know that you have to cancel an assignment that you have accepted, log on to My45 and cancel the assignment. The dispatch system will automatically start calling other TTOCs to fill the position. However, if there is less than 7 hours before the start time of your assignment, you will need to call the TTOC office – (604)-981-1036 to cancel.

**Will teachers still have the ability to send me an email regarding specific information about the assignment?**

- When you accept an assignment you will hear the name of the teacher that you are replacing. You can also login to My45 and view the assignment details on your dashboard. With this information you are then able to contact the teacher, by email, and ask for any additional information that

you may require. The teacher will know who their replacement is and, if necessary, may send you an email. When a teacher books an absence there is also the option to add comments that are then read out to the TTOC during the phone call. This is where basic information about the assignment can be relayed from the teacher to the TTOC. This information will not include lesson plans. Lesson plans are emailed to the Administrative Assistant or left in the teacher's classroom. This information will not be present on My45.

**If I have accepted a TTOC position and then subsequently the teacher I was replacing the day before extends their absence, will I be called for this extended absence?**

- You will be called and given the option to accept your currently accepted job or you may accept the dispatch for the employee you last replaced (the extended absence).

**How do I view my specialty areas?**

- The specialty areas entered into the system are those that you have provided on your TTOC Preference Form. These can be viewed on your My45 dashboard. If you have completed extra coursework and wish to change your specialties, please contact HR at [hr@wvschools.ca](mailto:hr@wvschools.ca).

**How will I find out what grade level I am teaching when I am called for an elementary assignment?**

- We are encouraging teachers to enter the grade level of their classroom in the Message field while filling in their absence and therefore it will be read aloud to you during the dispatch call. If this does not happen, you may contact the teacher through his district email.

## How TTOCs Are Paid

As a teacher in West Vancouver, you are required to be a member of the West Vancouver Teacher Association (WVTA). You are covered by the collective agreement provisions in the local agreement. A copy is available on the [district website](#).

As a member of the BCTF (BC Teachers' Federation) and WVTA (West Vancouver Teachers' Association) you are required to pay union dues. You will be required to pay the following union dues:

- WVTA dues: 0.55% of daily rate
- BCTF dues: 1.49% of daily rate

Teachers Teaching on Call will be as per the dates outlined in the [TTOC Pay Schedule](#) (will be updated in August). The payment of salaries by the Board is made by direct bank deposit. You must forward to the Payroll Department, a copy of your void cheque or personalized bank deposit slip with the bank account coding for the account you wish your salary deposited to.

Deposits to your account will be made no later than the 23rd of the month and the 8th of the following month.

Please note that teachers working as a TTOC and in a temporary assignment will be paid two different rates of pay.

TTOCs are paid an additional \$11 per day in lieu of benefits.

If you have any questions or concerns about your pay, please contact payroll at [payroll@wvschools.ca](mailto:payroll@wvschools.ca)

## **TTOC Professional Development & Learning Opportunities**

Teachers Teaching on Call are invited to participate in activities at the district level. Information about these offerings are generally communicated by email to your school district email account.

TTOCs are also eligible for up to \$100 per year of funding from the Professional Development Fund. Details around how this funding is accessed is available at <http://www.wvta.ca/prod-fund-facts.html>

Additional learning opportunities available to all teachers and employees will be communicated by email.



# What Our Schools Expect from a TTOC

## Upon Arrival to the School...

- ☐ Arrive early enough to allow time to receive instruction, sign in at the office and prepare for teaching
- ☐ Call the TTOC office – (604) 981-1036 if you are going to be late. The dispatch employee will relay this information to the school site and will arrange coverage until your arrival.
- ☐ Ask questions if you're unsure of school routines, discipline expectations, or emergency procedures
- ☐ Check the location and time of special assignments such as hallway or silent reading supervision and follow regular school procedures

## During the school day....

- ☐ Follow the classroom teacher's lesson outlines as closely as possible and note any changes that you make.
- ☐ Maintain order in the classroom and keep students on task.
- ☐ Collect or mark any student work whenever possible, especially when your assignment is for a period longer than one day.
- ☐ If appropriate, ensure that any resources checked out to students are collected at the end of the day.
- ☐ Be aware of all students who leave your classroom during instructional time. It is important that you monitor this closely as you are responsible for them.
- ☐ Check with the teacher-librarian before any students go to the library.
- ☐ Insist that students clean up their classroom space and desks before they leave.

## Before you leave....

- ☐ Lock classrooms and storerooms when you and your students leave.
- ☐ Remain long enough after school to ensure personal follow up with students who may have questions, any student discipline issues or other situations that may have arisen during the day.
- ☐ Leave a written report for the returning teacher(s): work completed; names of absentee students; tardy students or any behavioural issues; any messages / parent notes received.
- ☐ Return any keys and other school items before leaving.
- ☐ Check out at the office.

# A Few Helpful Tips from Classroom Educators...

## Be Prepared for the Day

- ✓ Begin the class promptly. Introduce yourself and place your name on the board.
- ✓ Be fair and consistent in your interactions and briefly outline your expectations.
- ✓ Follow the regular teacher's procedures and rules wherever possible.
- ✓ Students will respond positively to a well delivered lesson plan and a positive disposition in the classroom.
- ✓ Deal judiciously and promptly with any potential discipline issues.
- ✓ Bringing the following supplies or activities with you can ensure that your day goes smoothly.
  - Blank seating plans
  - Alternate activities including games, math puzzles, creative writing exercises, simple art project, newspaper articles to discuss, etc.
- ✓ Enjoy the class and the students.

## Dealing with the Unexpected

### **Lesson Plan is unclear or unavailable**

Phone/email the teacher if possible, check student's notes, look to the next textbook topic, ask another teacher of the same subject or grade level or ask a student.

### **Lesson Plan change**

Provide a clear explanation to the regular teacher on the reasons for your change in plans (eg. fire alarm, unexpectedly large student absenteeism)

Provide a subsequent lesson plan for the following class

### **No seating plans can be found**

Ask the office for a computer-generated class list

Make your own seating plan during roll-call

### **Student misbehaviour**

Involving the school administration

- While it is important to establish your own authority and student behaviour management in the classroom, do not hesitate to involve school administration if needed.
- Administration will likely know the students and any relevant information about them to assist you.
- You should inform the school administration of any significant student discipline issue to ensure that any additional follow-up with the student and/or family is done.
- **Should you notice any particular student behaviour that appears as worrisome contact the school administration immediately.**

Ensure that you leave objective notes for the regular classroom teacher about the situation

As a TTOC there are several helpful tips and tricks that will assist you in doing your job to the very best of your ability. The BCTF has outlined this information in their handbook for TTOCs and new teachers: [“The Practice of Teaching”](#). Please take the time to review this document.

## Additional Resources - BC Ferry Information

Click here to visit the [BC Ferries Website](#) for current sailing times.

Please note ticket sales cut off 10 minutes before the scheduled sailing departure time.

First time TTOCs drive on to the Bowen Ferry and pay for the passage. TTOCs will be reimbursed for ferry costs at the main office once they arrive at the school. A pre-loaded BC Ferries Experience card will be issued to TTOCs for future travel to Bowen Island Community School. The same applies if you travel as a foot passenger (see below), in case you are dropped off in Horseshoe Bay or get there by bus.



If you come across as a foot passenger: The school is located 8 minutes away, walking straight up the main road (Mt Gardner Road) on the right at the top of the hill. You can try to get a ride by connecting with school staff who are car-pooling. The transit Bluewater bus on Bowen is also an option and runs from Snug Cove past the school.

## Additional Resources – Administrative Procedures

As an employee of the District, you must also review and be familiar with the Board's Administrative Procedures. These procedures apply to all employees of the Board. A few notable ones to review in detail include:

- AP 405 – Employee and Family Assistance: <https://bit.ly/2NpxXHw>
- AP 410 – Code of Professional Relationships: <https://bit.ly/2KZYEFX>
- AP 415 – Bullying and Harassment: <https://bit.ly/2uCVTz6>